

Chapter 1:

Getting the Most from “Serving It Safe”

In many work environments, individual employees can make a big difference — in positive as well as negative ways. This is especially true in food service, where any worker can introduce a sanitation or safety hazard at any point in the food production process.

As a school food service manager, you know there’s a lot at stake:

- If you serve food that is improperly stored, prepared, or cooked, your young customers may become seriously, even fatally, ill.
- In addition to jeopardizing children’s health, unsafe practices can also put your workers in danger. And, even seemingly “small” problems can quickly destroy the good reputation you’ve built in your community.

So, what can you as a food service manager do to prevent potential disaster? While you can’t watch *every* worker perform *every* task, you can:

- EMPOWER your employees with the knowledge and skills they need to prepare and serve foods safely.
- HELP them realize the key role they each play every day in protecting children’s health and well-being.

This tool kit from USDA is designed to help you accomplish both of these goals. Use it to help your employees:

- LEARN to spot and avoid the dangers.
- REMEMBER that they are the *single* most critical element in keeping your operation safe and sanitary.

An important note:

The technical material presented in this course is based on *Applied Foodservice Sanitation* (fourth edition, Educational Foundation of the National Restaurant Association) and has been updated using the 1999 *Food Code*. The guidelines in *Applied Foodservice Sanitation* and the *Food Code* are widely used throughout the country.

You may notice that in some cases this course takes a more conservative approach than the *Food Code* by modifying a guideline from the *Code*. This is shown in the following three examples:

- Under “food safety essentials,” this course states that prepared, uncontaminated cold food must be held *below 40°F* to keep the food safe. This is more conservative than the *Food Code*, which allows food be to held *below 41°F*.
- Another example involves the time that food is held in the “temperature danger zone.” This course recommends holding food no more than 4 hours, while the *Food Code* allows 6 hours.
- Throughout, this course suggests cooking all foods to an *internal temperature of 165°F*. The *Food Code* allows variation of cooking time and internal temperature, depending on the type of food.

Your state or local health codes may have different requirements, and this training course should be adapted to include those requirements.

• *What's included in this kit:*

As you'll see, this tool kit has several parts. It includes...

1) This training manual, complete with lesson plans and a variety of teaching aids:

Written specifically for you, the food service manager, the manual contains all the information you'll need to implement a comprehensive sanitation and safety program.

The manual's eight chapters (described in more detail on page 5) follow a logical sequence. You can use them in order as a complete training program or, if you wish, mix and match the chapters to suit your particular training needs. Each chapter can stand alone.

You'll find teaching aids at the end of each chapter. These include, for example:

- lesson plans
- group exercises
- handouts
- materials for use with overhead projectors
- checklists and other "job aids"

The "job aids" are designed to help employees transfer the information they learn in training to performance on the job. A companion poster, described in more detail below, is another helpful teaching tool that will be great as an on-the-job reminder.

2) Computer-based courseware:

To further support your training efforts, the kit includes some specially developed computer-based courseware called the *Food Service Safety Zone*.

This highly interactive and motivational learning tool will help your employees recognize hazards in the food service environment and take the appropriate actions to correct them.

Four versions of the courseware are included. Choose the version that fits the hardware you have available. You'll find further information on the courseware on page 8, along with instructions on how to use it.

The courseware is designed to be used by individual food service workers to reinforce concepts presented in the stand-up training course. However, it may also be used as an interactive teaching aid in a small group setting.

3) A full-color poster:

This "Serving It Safe" poster will help you reinforce the importance of safe practices and precautions at each phase of the food production process. The poster can be hung in the food preparation area or other convenient location.

• How to use the training manual as a teaching tool:

As you look through this manual, you'll find six training chapters: Chapters 2 through 7. They contain information that is relevant to both you and your employees.

Chapter 8, "Managing the Food Safety System," contains information about implementing the Hazard Analysis and Critical Control Point (HACCP) system. This is not intended to be part of the food service workers' training. It's designed to provide you with information and guidelines for implementing HACCP in your facility.

How the training chapters are organized:

At the beginning of each training chapter, you'll find:

- an estimated training time
- a summary of educational objectives
- a presentation outline

The presentation outline tells you how many and what kinds of teaching aids you will use to present this chapter. The teaching aids include a variety of group learning activities as well as visual aids from which you can create overhead transparencies and/or handouts as you see fit.

You'll find a complete set of teaching aids at the end of each chapter, labeled by number and title. For example, the first teaching aid for Chapter 2 is "The Significance of Everyday Things" (*Teaching Aid 2.1*).

Throughout each chapter, you'll see paragraphs identified as TEXT. Some presenters may want to follow this text as a script, while others may wish to use it as a general guide.

You'll also see the words ACTIVITY and VISUAL OR HANDOUT. These suggest logical places to use specific teaching aids.

What the training chapters cover:

- **Chapter 2: “First Line of Defense”** introduces common hazards in the food service environment and some basic ways to prevent them.
- **Chapter 3: “Focus on Foodborne Illness”** introduces harmful microorganisms that are responsible for most foodborne illnesses and explains how they grow and spread.
- **Chapter 4: “Stopping Them in Their Tracks”** describes techniques for preventing the spread of dangerous microorganisms. These techniques include safe and sanitary personal practices as well as proper sanitizing of dishes, utensils, and equipment.
- **Chapter 5: “Total Process Prevention”** describes how to monitor and control hazards in the food production process. It introduces the Hazard Analysis and Critical Control Point system, or HACCP, and provides specific suggestions for preventing problems at each phase of food production.
- **Chapter 6: “What Does Safe and Sanitary Look Like?”** reviews techniques for maintaining a safe and sanitary food service facility and for preventing common pests.
- **Chapter 7: “Personal Injury Protection”** highlights common hazards to food service workers and precautions workers can take to prevent accidents.

• Structuring your presentation:

There are many ways you can structure this training course, depending on how much time you have and what facilities are available. The ideal approach would be to have employees attend three 3-hour sessions:

The first session might include Lessons 2, 3, and 4. These introduce the hazards and describe ways to avoid them.

The second session might include Lessons 5 and 6. These focus on “Total Process Prevention” (HACCP). HACCP teaches workers to pay attention to prevention in eight steps, from purchasing through reheating.

The third session might focus on preventing personal injury. For a dramatic learning experience, ask a medic to give a special presentation, or do some hands-on activities, such as practicing using a fire extinguisher.

What if you don’t have time for three 3-hour sessions?

Some presenters may be giving this course in a workshop setting and may need to condense the material.

If you have limited time, you may wish to present the text alone, which takes about 6 hours, and select one or two activities.

What is the ideal location?

While this course may be presented in a variety of settings, a cafeteria is the ideal location. In a cafeteria setting, you’ll have access to various food production areas, and the trainees can move to each one of them for the suggested activities.

• *How to use the computer-based courseware:*

Because not all schools have the same computer capabilities, the “Serving It Safe” tool kit includes four versions of the *Food Service Safety Zone* courseware.

Choose the version that is best suited to the capabilities of your computer system. The four versions are:

- Windows CD-ROM
- Macintosh CD-ROM
- Windows CBT diskettes
- Macintosh CBT diskettes

To find out which version (or versions) you’ll want to use, read through the following descriptions of each.

Windows CD-ROM

This version of the courseware is designed for use with a “multimedia-capable” personal computer. It includes motion video, sound, still photographs, as well as full-color, high-resolution graphics.

Minimum system requirements for using the Windows CD-ROM version of this courseware are...

Operating system:

Microsoft Windows version 3.1 or Workgroups version 3.11

Processor:

Intel or compatible 80486SX/25mhz or Pentium™

System memory:

8 MB RAM

Video display:

Super VGA (supports 256 colors at 640x480 pixel resolution)

Input devices:

Mouse/keyboard

Sound capability:

Windows-compatible sound card
(supports 8 bit/22KHz AIFF format audio files)

Storage devices:

CD-ROM drive
Hard disk (available capacity 1 MB)

Delivery medium:

Single standard 5-1/4" CD-ROM





To install Windows CD-ROM:

1. Fully insert the CD-ROM in the CD-ROM drive, with the label side facing up.
2. From the “Program Manager” menu, choose “File” and “Run.”
3. In the dialogue box that appears, type “d:\install” where “d” is the letter designating the CD drive. If your CD drive is designated with a different letter, substitute that letter for “d” in this line of text.
4. The installation program will create a *Food Service Safety Zone* program group in “Program Manager” and put a *Food Service Safety Zone* icon in this program group. The icon is the face of Lois, who is the “mentor.”
5. The installation program will install QuickTime for Windows 2.0.3 to provide video playback capability. If this version or a later version of QuickTime for Windows is already installed on your computer, you can choose to skip this part of the installation.
6. When the installation is complete, double-click on the *Food Service Safety Zone* icon to start.

Macintosh CD-ROM

This version of the courseware is designed for use with a “multi-media-capable” Macintosh computer. It includes motion video, sound, still photographs, as well as full-color, high-resolution graphics.

Minimum system requirements for using the Macintosh CD-ROM version of this courseware are...

Operating system:

Macintosh system 7.0.1

Processor:

Motorola 68040/25mhz or PowerMacintosh

System memory:

5 MB RAM

Video display:

Color

(supports 256 colors at 640x480 pixel resolution)

Input devices:

Mouse/keyboard

Sound capability:

Built-in

(supports 8 bit/22KHz AIFF format audio files)

Storage devices:

CD-ROM drive

Hard disk (available capacity 1 MB)

Delivery media:

Single standard 5-1/4" CD-ROM



To install Macintosh CD-ROM:

1. Fully insert the CD-ROM in the CD-ROM drive, with the label side facing up.
2. Double-click on the *Food Service Safety Zone* CD icon that appears on the monitor. The icon will be the face of Lois, the “mentor.”
3. When the installation is complete, double-click on the *Food Service Safety Zone* icon to start.

NOTE: In order to use your computer for video playback capability, you need to have Quick Time 2.1 for Macintosh installed.

Directions for installation are in the QuickTime 2.1 folder. Open the folder by double-clicking on it. Instructions for installation are contained in the text document called “About QuickTime 2.1.”

Windows CBT diskettes

This version of the courseware is designed for use with a standard desktop or laptop personal computer. It includes 16 color graphics and text displays.

Minimum system requirements for using the Windows CBT version of this courseware are...

Operating system:

Microsoft Windows version 3.1 or Workgroups version 3.11

Processor:

Intel or compatible 80386/25MHz

System memory:

4 MB RAM

Video display:

Standard color VGA

(supports 16 colors at 640x480 pixel resolution)

Input devices:

Mouse/keyboard

Sound capability:

Not applicable

Storage devices:

1.44MB floppy disk drive. Hard disk (available capacity required is less than 20 MB)

Delivery media:

MS DOS formatted 1.44MB floppy diskettes





To install Windows CBT diskettes:

1. Fully insert Diskette #1 of the Windows diskette set into the diskette drive.
2. From the “Program Manager” menu, choose “File” and “Run.”
3. In the dialogue box that appears, type “a:\install” where “a” is the letter designating the diskette drive. If your diskette drive is designated with a different letter, substitute that letter for “a” in this line of text.
4. Follow the on-screen directions to complete the installation.
5. The installation program will copy the program files to the hard drive, create a *Food Service Safety Zone* program group in the “Program Manager,” and put the *Food Service Safety Zone* icon in this program group. The icon is the face of Lois, the “mentor.”
6. When the installation is complete, double-click on the *Food Service Safety Zone* program icon to start.

Macintosh CBT diskettes

This version of the courseware is designed for use with a standard desktop or laptop Macintosh computer. It includes 16 full-color graphics and text displays.

Minimum system requirements for using the Macintosh CBT version of this courseware are...

Operating system:

Macintosh system 7.0.1

Processor:

Motorola 68020/8MHz

System memory:

4 MB RAM

Video display:

Color

(supports 256 colors at 640x480 pixel resolution)

Input devices:

Mouse/keyboard

Sound capability:

Not applicable

Storage devices:

1.44MB floppy disk drive

Hard disk (available capacity required is less than 20 MB)

Delivery media:

Macintosh formatted 1.44MB floppy diskettes





To install Macintosh CBT diskettes:

1. Fully insert Diskette #1 of the Macintosh diskette set into the diskette drive.
2. Double-click on the *Food Service Safety Zone* floppy disk icon that appears on the monitor.
3. In the window that opens, double-click on the “install” icon to begin the installation.
4. Follow the on-screen directions to complete the installation.
5. The installation program will copy the program files to the hard drive, create a *Food Service Safety Zone* folder on the monitor, and put the *Food Service Safety Zone* icon in this folder.
6. When the installation is complete, double-click on the *Food Service Safety Zone* icon to start.

Entering and moving around in the "Food Service Safety Zone"...

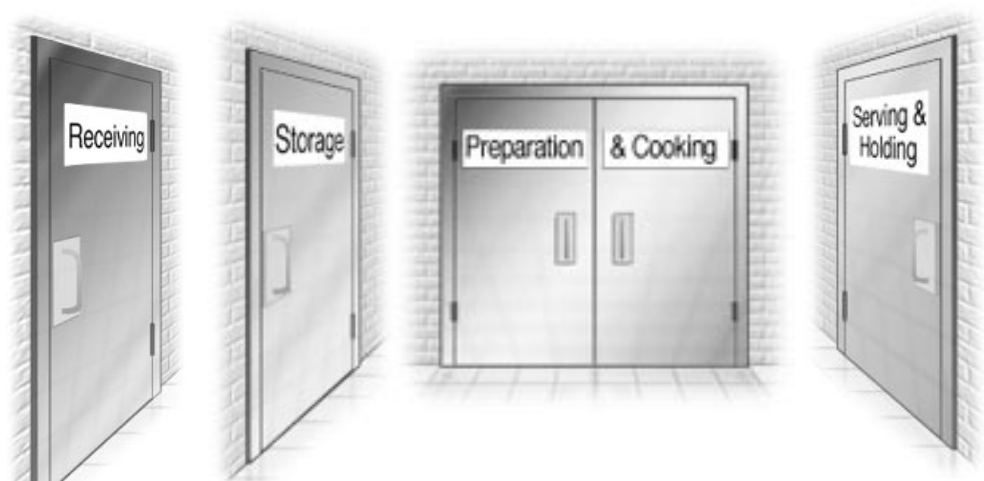
Once you've selected and installed the courseware, you're ready to begin. As you'll see, the *Food Service Safety Zone* is not only the name of this courseware — it's also a place you'll enter and explore through your computer. And, it's full of potential food service hazards. Your food safety mission is to clean things up! And while you're at it, check your knowledge of food sanitation and safety.

Here's how you'll start the program:

Locate the *Food Service Safety Zone* icon on your computer screen and double-click.

To move around in it:

You'll venture through four rooms on your trip through the *Food Service Safety Zone*. These are: Receiving, Storage, Preparation & Cooking, and Serving & Holding. They look like this:



You can click on any door to enter. However, for a complete journey, you'll want to start with the door marked Receiving.

Then, signs and arrows take you where you want to go. For example:



Click here to go to the Lobby.



Click here to return to where you were.



Click here to quit the program.

You'll find help is never far away.



Meet the program “mentor” Lois, your good sanitation and safety resource. She'll get you started and can always help you with the problem at hand.

Click on Lois for friendly advice whenever you need it.

And, when you want to know where to go and what to do next, the prompt box at the bottom of the screen will tell you. It looks like this:

Click on the guidebook or press Enter to learn your way around. Click on the Receiving door to begin your work.

Along the way, there are lots of tools to help you investigate possible hazards.



Click to measure the temperature of a food.



Click to get a closer view of a food.



Click to find out how a food feels to the touch.



Click to question a server.



Click to see your inspection checklist.



Click to fly forward in time and see the future consequences of your actions.

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